



# GRIEVANCE REDRESSAL FORUM, BHAWANIPATNA

PLOT No. 283, PURUNAPADA, BHAWANIPATNA  
KALAHANDI-766001, TEL/FAX:-06670-230012  
E-MAIL: grf.bhawanipatna@tpwesternodisha.com

## BENCH:

ER. RANJAN KUMAR NAIK (PRESIDENT),  
SRI KAMALA KANTA PATNAIK (MEMBER (FINANCE))

Memo No. GRF/BPT/Order/ 236<sup>(S)</sup>

Dated, the 18.04.2024

**Quorum:** Er. Ranjan Kumar Naik - President  
Sri Kamala Kanta Pattnaik - Member (Finance)  
Sri Bhairaba Naik - Co-Opted Member

1	Case No.	Complaint Case No. BPT-85/2024		
2	Complainant/s	Name & Address Smt Padmini Karuan, Repr. By Sri Raja Karuan, At-Kakabhata, Po-Lanjigarh Road, Ps-Narla, Dist.-Kalahandi.	Consumer No 9034-2107-0998	Contact No. 99371-58963
3	Respondent/s	Name Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.	Division Kalahandi East Electrical Division, TPWODL	
4	Date of Application			
5	In the matter of-	1. Agreement/Termination	2. Billing Disputes	<input checked="" type="checkbox"/>
		3. Classification/Reclassification of Consumers	4. Contract Demand / Connected Load	
		5. Disconnection / Reconnection of Supply	6. Installation of Equipment & apparatus of Consumer	
		7. Interruptions	8. Metering	
		9. New Connection	10. Quality of Supply & GSOP	
		11. Security Deposit / Interest	12. Shifting of Service Connection & equipment's	
		13. Transfer of Consumer Ownership	14. Voltage Fluctuations	
		15. Others (Specify) -		
6	Section(s) of Electricity Act, 2003 involved			
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019; Clause(s) <u>155</u> 2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004; Clause _____ 3. OERC Conduct of Business) Regulations,2004; Clause _____ 4. Odisha Grid Code (OGC) Regulation,2006; Clause _____ 5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004; Clause _____ 6. Others _____		
8	Date(s) of Hearing	17.02.2024		
9	Date of Order	18.04.2024		
10	Order in favour of	Complainant	Respondent	<input checked="" type="checkbox"/> Others
11	Details of Compensation awarded, if any.	Nil		

*[Signature]*  
18/4/24  
CO-OPTED MEMBER  
Co-Opted Member  
GRF, Bhawanipatna

*[Signature]*  
18.04.24  
MEMBER (Fin.)  
MEMBER  
Grievance Redressal Forum  
TPWODL, Bhawanipatna

*[Signature]*  
18/4/24  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna



Place of Hearing: Lanjigarh Road

**Appeared:**

1. **For the Complainant** – Smt Padmini Karuan, Repr. By Sri Raja Karuan, At-Kakabhata, Po- Lanjigarh Road, Ps-Narla, Dist.-Kalahandi.
2. **For the Respondent** – Sri Kamalesh Kumar Pradhan, SDO Elect. Narla, TPWODL.

**Complaint Case No. BPT-85/2024**

Smt Padmini Karuan,  
Repr. By Sri Raja Karuan,  
At-Kakabhata,  
Po-Lanjigarh Road, Ps-Narla,  
Dist.-Kalahandi.  
**Con. No.9034-2107-0998**

**COMPLAINT**

Sri Kamalesh Kumar Pradhan,  
SDO Elect. Narla,  
TPWODL.

**-Versus-**

**OPPOSITE PARTY**

**GIST OF THE COMPLAINT:**

The complainant consumer Smt. Padmini Karuan, Repr. by Raja Karuan At-Kakabhata, PO- Lanjigarh Road, Ps- Karlamunda Dist- Kalahandi under the territorial and statutory jurisdiction of respondent.

The complainant has appeared and submitted during course of hearing at camp court at Lanjigarh Road on dt.17.02.2024, in brief as follows:

- 1) The complainant has appeared before the forum for bill dispute of his LT/ Dom supply with CD of 1 KW having consumer No - **9034-2107-0998** under SDO Elect. Narla.
- 2) As complained by the complainant average bill was served from 01/2021 to 09/2022.
- 3) The complainant has intimated the same to the OP, but till date the OP remains silent for which getting no other way the complainant has approached this forum for redressal of his grievance.

The complainant has prayed for:

To revise the average bill was raised from 01/2021 to 09/2022.

**SUBMISSION OF OPPOSITE PARTY IN BRIEF:**

The OP (SDO Elect. Narla) in its counter reply and course of hearing submitted as follows:

- 1) PVR dtd. 06.03.2024
- 2) Billing Abstract from 01/ 2021 to 02/2024
- 3) Date of supply: 15.11.2020
- 4) Category: LT/ Dom
- 5) Connected Load: 1 KW
- 6) Meter No- TPWODL1094691



- 7) Installed on 30.08.2022 with IMR: "0" Kwh
- 8) CMR: "1308" Kwh
- 9) Meter Status: Ok
- 10) Fact of the complainant: Revision of bill
- 11) As written version submitted by SDO Elect. Narla as follows:
  - The consumer was billed as defective from 12/2020 to 09/2022.

**FINDINGS / OBSERVATIONS OF THE FORUM**

On perusal of the complaint petition with all relevant enclosures as well as submission of OP and billing statement; the forum observes the followings:

- The complainant reiterated for revise the average billing was raised during 12/2020 to 09/2022. The OP submitted that the consumer was billed as defective from 12/2020 to 09/2022.
- As per billing database amount of Rs. 507.62 has been credited towards the bill revision of delay meter updating for the period 07/2022 to 09/2022, effect on 07/11/2022.

**ORDER**  
**18.04.2024**

Basing on above observations, the forum passes the following order as per regulations of OERC Distribution (Conditions of Supply) Code 2019.


The OP is directed as follows:

- To revise the bill from 12/2020 to 09/2022 by taking average consumption of present meter (i.e. IMR "0" Kwh on 09/2022 and FMR "451" Kwh on 02/2023.
- To withdraw the wrong period bill revision was effect on 07.11.2022.

The case is disposed of accordingly.

**Compliance report must be submitted to the Forum by the opposite party after compliance otherwise it will be treated as non-compliance.**

**Compliance Month- May -24.**

  
B. NAIK  
Co-Opted Member  
GRF, Bhawanipatna

  
K.K. PATTNAIK  
MEMBER (Fin.)  
MEMBER

  
R.K. NAIK  
PRESIDENT  
PRESIDENT  
GRF, Bhawanipatna

**Grievance Redressal Forum**  
**TPWODL, Bhawanipatna**

Copy to: -

1. Smt. Padmini Karuan, Repr. by Raja Karuan At- Kakabhata, PO- Lanjigarh Road, Ps- Karlamunda Dist- Kalahandi.
2. SDO Elect. Narla, TPWODL.
3. Superintending Engineer, Electrical Circle, TPWODL, Kalahandi.
4. Chief Legal, Head Quarter Office, TPWODL, Burla.

"If the Complainant is aggrieved with this order of the Grievance Redressal Forum, he/she can make the representation to the Ombudsman-II, Qrs. No.3R-2(S), GRIDCO Colony, P.O: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievance Redressal Forums."